3   a follower terminal configured such that at least one of

4   downloading applets is disabled and execution of applets is

5   disabled, the method comprising steps of:

6   a)   providing address information related to the

7   follower terminal to the guide terminal;

8   b)   providing address information related to the guide

9   terminal to the follower terminal;

10   c)   sending, from the guide terminal, a browsing

11   command to the follower terminal;

12   d)   receiving, with the follower terminal, the

13   browsing command;

14   e)   effecting, with a browser at the follower

15   terminal, the received browsing command,

16   wherein the browser at the follower terminal is

17   resident on the follower terminal before any

18   connection between the follower terminal and the guide

19   terminal.

Please replace claim 13 with the following:

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1   13. (AMENDED) A system for establishing and effecting a

2   synchronized browsing session, the system comprising:

3   a)   a guide terminal, the guide terminal including

4   i)   a connection process for invoking the

5   establishment of the synchronized browsing

6   session, and

7   ii) a process for generating synchronized

8   browsing commands;

9   b)   a follower terminal configured such that at least

10   one of downloading applets is disabled and execution

11   of applets is disabled, the follower terminal

12   including

13   i)   a connection process for facilitating the

14   establishment of the synchronized browsing

15   session, and

16   ii)   a process for receiving synchronized

17   browsing commands and for effecting those

18   synchronized browsing commands;

19   c)   a session manager, the session manager working

20   with the connection process of the guide terminal and

21   the connection process of the follower terminal to

22   establish and maintain the synchronized browsing

23   session; and

24   d)   at least one network for communicating data

25   between the guide terminal, the follower terminal, and

26   the session manager.

Please replace claim 20 with the following:

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1   20.   (AMENDED) A method for establishing a synchronized

2 browsing session between a guide terminal and a follower

3 terminal configured such that at least one of downloading

4 applets is disabled and execution of applets is disabled,

5 the method comprising steps of:

6   a)   accepting a request for a synchronized browsing

7   session from the guide terminal;

8   b)   sending, in response to the acceptance of the

9   request for a synchronized browsing session, a

10   browsing request to the follower terminal;

11   c)   accepting an acknowledge response from the

12   follower terminal; and

13   d)   sending, in response to the acceptance of the

14   acknowledge response, an acknowledge response to the

15   guide terminal.

Please replace claim 28 with the following:

1   28.   (AMENDED)   In a guide terminal, a method for effecting
2   a synchronized browsing session with a follower terminal,
3   the method comprising steps of:
4   a)   accepting a synchronized browsing command from an
5   input device of the guide terminal;
6   b)   encrypting the synchronized browsing command based
7   on encryption information associated with the follower
8   terminal; and
9   c)   sending the encrypted synchronized browsing
10   command to follower terminal.

Please replace claim 33 with the following:

1   33.   (AMENDED)   The method of claim 11 wherein a live agent
2   is at the guide terminal and a customer is at the follower
3   terminal, the method further comprising:
4   f)   establishing, in response to an input at the
5   follower terminal, a call between the customer at the
6   follower terminal and the live agent at the guide
7   terminal.

Please add the following new claims:

1   -- 40.   (NEW)   The method of claim 1 wherein the follower
2   terminal is configured such that at least one of
3   downloading applets is disabled and execution of applets is
4   disabled.